

Total Access (UK) Ltd aims to continually improve performance, safety and reliability to ensure that the specified services meet and exceed customer requirements.

Total Access (UK) Ltd operates a Quality Management System in accordance with BS EN ISO 9001:2008 Standard including aspects that are specific to the provision of access equipment, safety training, consultancy services, related design services and industrial rope access operations to a wide range of industry sectors including but not limited to Railway Infrastructure; Construction; Petrochemical; Power; Telecommunications

In addition to all English and EU commercial legislation and regulations, Total Access (UK) Ltd will comply with all legislation and regulations specifically related to its business activities.

### Policy

Total Access (UK) Limited management will:

- Develop and continually improve the effectiveness of the Quality Management System.
- Enhance customer satisfaction.
- Ensure that the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Company the importance of meeting customer needs and legal requirements.
- Establish and communicate the Quality Policy and its objectives.
- Conduct Management Reviews on the effectiveness of the Quality Management System and its continued suitability.
- Assure the availability of resources to implement this policy.
- Implement procedures which provide for implementation, monitoring and measurement of continual improvement initiatives throughout the whole Company.

### Responsibility

Overall responsibility for the implementation and review of this policy rests with the Managing Director.

The General Manager is responsible for the overall coordination of quality, health, safety and environmental matters throughout the Company.

Directors, Managers and Project Managers are responsible for ensuring that this policy is fully implemented in their areas of control.

Employees are responsible for ensuring that they maintain the highest personal standards of quality whilst delivering our services.

### Policy Review

This policy is reviewed (and revised if necessary) at least annually for its adequacy and suitability.

Changes to the Quality Policy will be notified to all employees either by selected amendments, memoranda or reissue of the whole document.



G Burnett  
**Managing Director**  
Total Access (UK) Ltd  
March 2009